

## DELIVERY POLICY

**Company:** SIA **STEAM SPIRIT**  
**Registration No.:** 40203637978  
**Email:** [store@steamspirit.eu](mailto:store@steamspirit.eu)  
**Website:** [www.steamspirit.eu](http://www.steamspirit.eu)  
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## WHO WE ARE

This **Delivery Policy** is issued by SIA **STEAM SPIRIT** and applies exclusively to physical Products purchased through the **STEAM SPIRIT** Online Store.

It explains where we deliver, how delivery charges and methods are determined, estimated delivery times, split shipments, tracking, delivery issues and related responsibilities. This Policy forms part of the terms governing Online Store purchases and should be read together with the **Distance Sales Agreement, Payment & Billing Policy, Return & Refund Policy** and **Privacy Policy**. Custom-made or made-to-order **STEAM SPIRIT** modular saunas are excluded from this Policy and are governed by separate **General Terms and Conditions of Sale** and the applicable Offer/Quotation.

Company:

**SIA STEAM SPIRIT**

Registration No.:

**40203637978**

Registered Address:

Vasaras iela 9–3, Dreiliņi, Stopiņi Parish, Ropaži Municipality, LV-2130, Latvia

Email:

[store@steamspirit.eu](mailto:store@steamspirit.eu)

Website:

[www.steamspirit.eu](http://www.steamspirit.eu)

If you have any questions regarding delivery of an Online Store Order, please contact us using the details above. We will make every effort to resolve your enquiry promptly and fairly in accordance with applicable European Union and Latvian legislation.

## 1. SCOPE

- 1.1. This Policy applies only to Products purchased through the **STEAM SPIRIT** Online Store. Capitalised terms have the meaning given to them in the applicable **Distance Sales Agreement** unless stated otherwise in this Policy.
- 1.2. Custom-made or made-to-order **STEAM SPIRIT** modular saunas, cabins and other project-specific architectural structures are not Online Store delivery Products for the purposes of this Policy. Their delivery is governed by the applicable **General Terms and Conditions of Sale**, Offer/Quotation and related project documents.

## 2. DELIVERY DESTINATIONS

- 2.1. The Seller currently offers Online Store delivery to European Union Member States, Norway, Iceland, Switzerland and the United Kingdom where the relevant Product and delivery method are available at checkout.
- 2.2. Delivery availability may vary by Product, delivery address, package dimensions, weight and carrier restrictions. If no automatic delivery option is available, the Product may require a separate delivery quotation or may not be available for delivery to the selected destination.

## 3. FULFILMENT ORIGINS & SPLIT SHIPMENTS

- 3.1. Orders may be fulfilled from more than one dispatch location, including Latvia and Finland, depending on the Product and fulfilment route.
- 3.2. Where an Order contains Products fulfilled from different locations or requiring different delivery methods, the Order may be divided into separate shipments. Separate shipments may arrive on different dates and may have separate tracking information.
- 3.3. Where applicable, the checkout may combine more than one delivery component into the total delivery charge for a mixed Order.

#### 4. DELIVERY METHODS & CHARGES

- 4.1. Available delivery methods are displayed in the Online Store during checkout and may depend on the delivery address, Product type, package profile and carrier service available for the relevant route.
- 4.2. Delivery charges are calculated separately and clearly displayed before the Customer confirms the Order. The final delivery charge applicable to an accepted Order is the amount shown in the Order summary or Order Confirmation.
- 4.3. Delivery charges may differ between destinations and Products because carrier charges, package dimensions, weight and handling requirements vary. Any optional additional delivery service is charged only where the Customer has actively selected or otherwise expressly accepted it.
- 4.4. Heavy, oversized, long or palletised Products may require a manual delivery quotation. Where a delivery quotation is required, automatic shipping checkout will not be treated as confirmation of a delivery price until the Seller has provided and the Customer has accepted the applicable quotation.

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#### 5. PROCESSING & DELIVERY TIMES

- 5.1. The estimated delivery time is indicated in the Online Store, at checkout, in the Order Confirmation or otherwise communicated by the Seller. Processing or dispatch time may differ between Products and fulfilment locations.
- 5.2. Delivery times are estimates unless a specific delivery date has been expressly agreed in writing. Carrier transit times may be affected by weekends, public holidays, weather, customs procedures, peak periods and other circumstances beyond the Seller's reasonable control.
- 5.3. For Consumer Orders, unless a different delivery period has been agreed, the Seller shall deliver the Products without undue delay and no later than 30 days after the contract is concluded, as required by applicable law.
- 5.4. If a material delay becomes known, the Seller will use reasonable efforts to inform the Customer. Nothing in this Policy limits any mandatory right the Customer may have where delivery is delayed or not completed within the agreed or legally applicable period.

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#### 6. TRACKING, ADDRESS & DELIVERY ATTEMPTS

- 6.1. Where the selected carrier provides tracking, tracking information will be sent to the Customer by email, SMS or another communication method supported by the carrier.
- 6.2. The Customer is responsible for providing an accurate and complete delivery address, contact details and any information reasonably required for delivery. Address changes requested after dispatch cannot be guaranteed.
- 6.3. Delivery to a parcel locker, pickup point or similar location is available only where that option is offered during checkout or subsequently confirmed by the Seller or carrier.
- 6.4. If the Customer refuses delivery, fails to collect a shipment within the carrier's collection period or otherwise causes an avoidable delivery failure, the Seller may recover reasonable additional costs for redelivery, storage or return of the Product to the extent permitted by applicable law.

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#### 7. RISK, LOSS & DAMAGE IN TRANSIT

- 7.1. Where delivery is arranged using a carrier offered or appointed by the Seller, the risk of accidental loss of or damage to the Product passes to the Customer when the Product is delivered to the Customer or to a third person designated by the Customer other than the carrier.
- 7.2. If the Customer independently appoints a carrier that was not offered by the Seller, the risk passes to the Customer when the Product is handed over to that carrier, without prejudice to any rights the Customer may have against the carrier.
- 7.3. The Customer should inspect the packaging and external condition of the Product without undue delay after delivery. If visible damage, shortage or another discrepancy is identified, the Customer should promptly notify the Seller and, where practical, the carrier, preferably providing photographs and the Order number.

- 7.4. Failure to notify the carrier immediately does not by itself remove any mandatory rights the Customer may have against the Seller in relation to damaged, missing or non-conforming Products.

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## 8. MISSING OR DELAYED DELIVERY

- 8.1. If an Order has not arrived within the estimated or agreed delivery period, the Customer should contact the Seller at [store@steamspirit.eu](mailto:store@steamspirit.eu) so that the shipment can be investigated.
- 8.2. Where a Consumer Order is not delivered within the agreed period or, where no different period was agreed, within 30 days, the Consumer may require delivery within an additional reasonable period. If delivery is not completed within that additional period, the Consumer may terminate the contract and request reimbursement in accordance with applicable law.
- 8.3. An additional period is not required where the Seller has refused to deliver or where delivery by the agreed date was essential and this was made clear before the contract was concluded. In such cases, the Consumer may exercise the remedies available under applicable law.

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## 9. NON-EU DELIVERIES, CUSTOMS & IMPORT CHARGES

- 9.1. For deliveries outside the European Union, including Norway, Iceland, Switzerland and the United Kingdom, import formalities, customs duties, import VAT, brokerage fees or other local charges may apply.
- 9.2. Unless the Online Store, Order Confirmation or a separate written agreement expressly states that such charges are included, they are not included in the Product or delivery price and are the responsibility of the Customer. Customs clearance may also affect the delivery timeframe.

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## 10. RETURNS & REFUSED PARCELS

- 10.1. Returns, withdrawal rights and refund procedures are governed by the **STEAM SPIRIT Return & Refund Policy** and the applicable **Distance Sales Agreement**.
- 10.2. Refusing a parcel or failing to collect it does not automatically constitute a valid exercise of the right of withdrawal. A Consumer wishing to exercise withdrawal rights should communicate that decision to the Seller in accordance with the **Return & Refund Policy** and applicable law.

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## 11. POLICY UPDATES & CONTACT

- 11.1. The Seller may update this Policy from time to time. Changes apply only to future Orders and do not alter delivery terms already confirmed for an accepted Order unless required by law or expressly agreed with the Customer.
- 11.2. For delivery questions, missing shipments, damage reports or delivery quotations, contact SIA **STEAM SPIRIT** at [store@steamspirit.eu](mailto:store@steamspirit.eu) and include the Order number and relevant delivery details.